

Region of York

How the fastest-growing region in Canada revamped their right of way, land acquisition and expropriation processes with Aurigo Masterworks

CASE STUDY

Experiencing unprecedented demographic change, The Regional Municipality of York is projected to grow from 1.2 million to 1.8 million people from 2021 to 2041. The municipality's property services team adopted a strategic plan to handle this expansion, which involved implementing a streamlined, cloud-based project management solution to accommodate this growth, along with its residents and businesses, and set the direction for the future.

Customer challenges

- Project information was stored across several disparate systems, making reporting a laborious and inexact process. Prior to finding Aurigo, the details for all land projects, parcels, agreements, and easements were stored across various Excel and Word files. The related GIS data and final documents were stored in Geocortex and eDocs respectively, and key information was manually entered into an SQL database for reporting purposes.
- The solution had to be able to integrate with their ESRI system, provide task notifications, and allow for end-to-end mapping of the workflow.
- They were seeking a commercial-off-the-shelf (COTS) solution that would require minimal vendor assistance, offering the flexibility of customization if needed, and serve as a centralized repository for all their data around land transaction management.
- Because data security is of outmost importance to the team, they required a solution that could restrict handling of sensitive information to authorized personnel (e.g., predetermining who can unlock or make edits to a protected document).
- A great deal of time and effort was spent mining specific data from the SQL database and correlating it into reports to obtain status, updates, and risk assessment of projects.

Masterworks at York Region

- York Region's property services division is responsible for acquiring land in advance of capital projects. In 2017, they began evaluating solutions for capital project planning, scoring, and justification. They had a long list of criteria they used in the RFP measurement



- **Fastest growing region** in Canada.
- The whole region is **part of the greater Toronto area**.
- **Spans 680 square miles** from Lake Simcoe in the north to the city of Toronto in the south.
- Comprised of nine cities and towns, and **provides services to 1.2 million residents, 54,000 businesses, and 650,000 employees**.
- **Manages 2,610 miles** of regional roads.
- York Regional Council has approved a **\$3.3 billion budget for 2021**, which includes capital spending of \$763 million to support new infrastructure.

selection process. After assessing multiple solutions, the team chose Masterworks to streamline its land acquisition and expropriation processes.

- One of York Region's chief requirements was to have a fully configurable COTS solution permitting unlimited adjustments in response to frequent technical changes and updates. In response to this need, Masterworks' SaaS right of way system was deployed over the cloud.
- In addition, the professional services team at Aurigo integrated Masterworks with their existing eDoc system, giving the property services team a single application to track the end-to-end detail for every land-related project.
- The document repository is now a centralized resource for sharing information and managing access. The new solution includes more than 70 legal templates, automated workflows for amicable acquisition and expropriation, and GIS details for every parcel and easement.

Impact

Time savings: After adopting Masterworks Right of Way, York Region has seen a significant decrease in data and paperwork delays and has streamlined its land acquisition process for new construction projects. Out-of-the-box ESRI integration reduces the amount of hours property managers spend looking up information in multiple systems.

Improved transparency: Transparency is crucial for the success of any capital planning project. Tracking of parcel acquisitions and expropriation in the system creates better visibility for all stakeholders, facilitating more efficient workflows.

Upgraded project delivery: Leadership now has confidence in the data which results in more projects completed under budget and ahead of schedule.

Accurate project performance snapshots: Senior staff can view project snapshots and real-time reports which are readily available at their fingertips. Additionally, York Region's entire team now has complete visibility of all construction program costs and schedules and can provide stakeholders with current and accurate status information.

Enhanced collaboration: The team can now work on files collectively and redline documents while maintaining document version control.

Historical data: All land transaction and right of way data, correspondence, and backup documentation is automatically archived to meet York Region's record keeping requirements.

Business Processes Automated:

- Right of way
- Capital planning
- Contract management
- Capital project management
- Construction project management



"We are grateful for the partnership between the Aurigo team and our outstanding regional teams. Thanks to their creativity and solution-focused approach, together we've developed something remarkable that has made our jobs easier and more efficient."

Michael Shatil,
Director of Property Services Branch,
York Region

